

Department of Health Health Systems Quality Assurance

Organizational Review Results

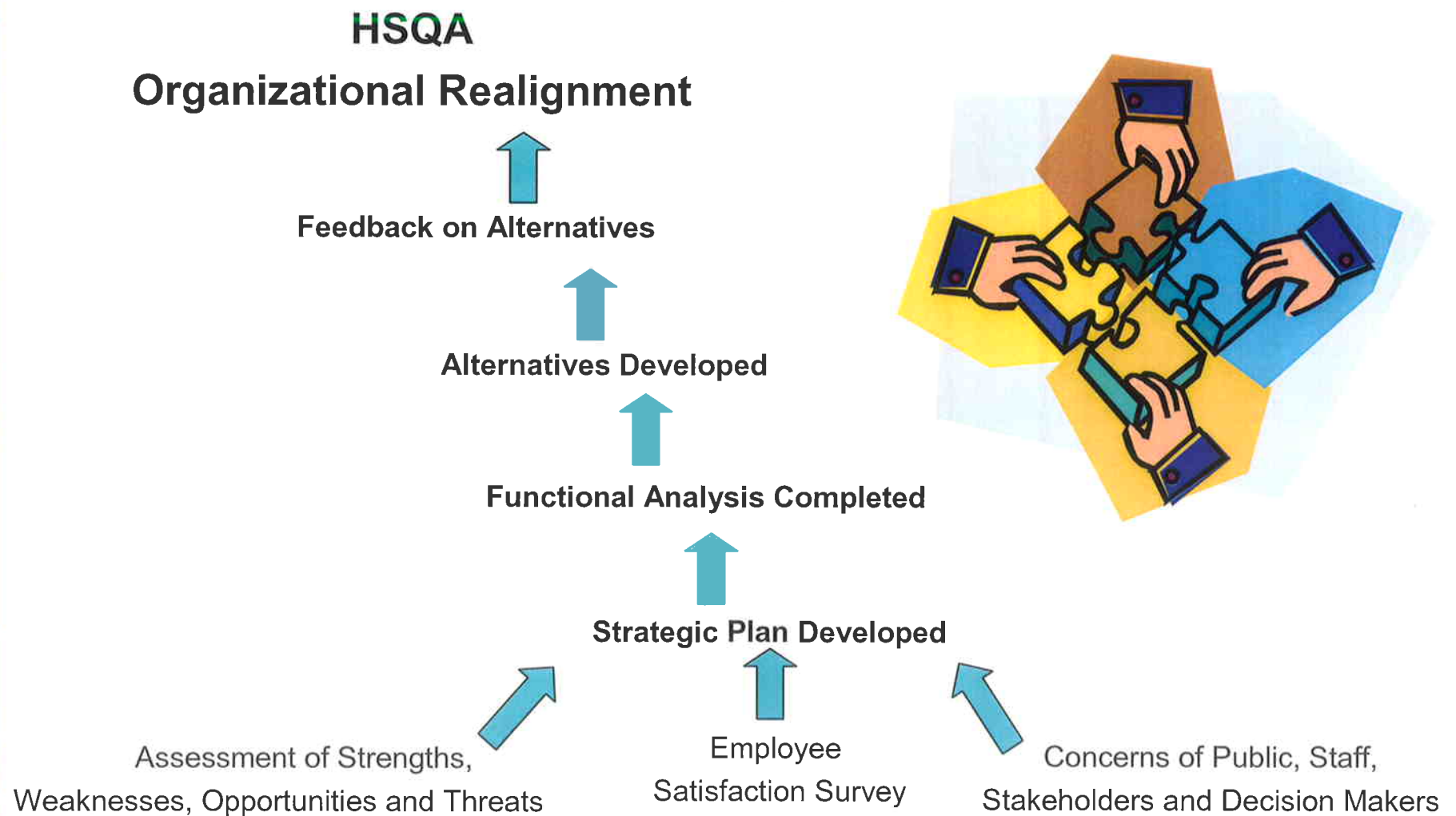
June 2006

Public Health

Always Working for a Safer and Healthier Washington



Organizational Review – Realignment



Organizational Review - Realignment (continued)

➤ HSQA Mission

Protect and improve the health of people in Washington.

➤ Strategic Plan Priorities

- *Developing and conducting single complaint process.*
- *Establishing common business practices.*
- *Enhancing data management analysis capabilities.*
- *Utilizing technology better.*
- *Improving workforce diversity, competency and satisfaction.*

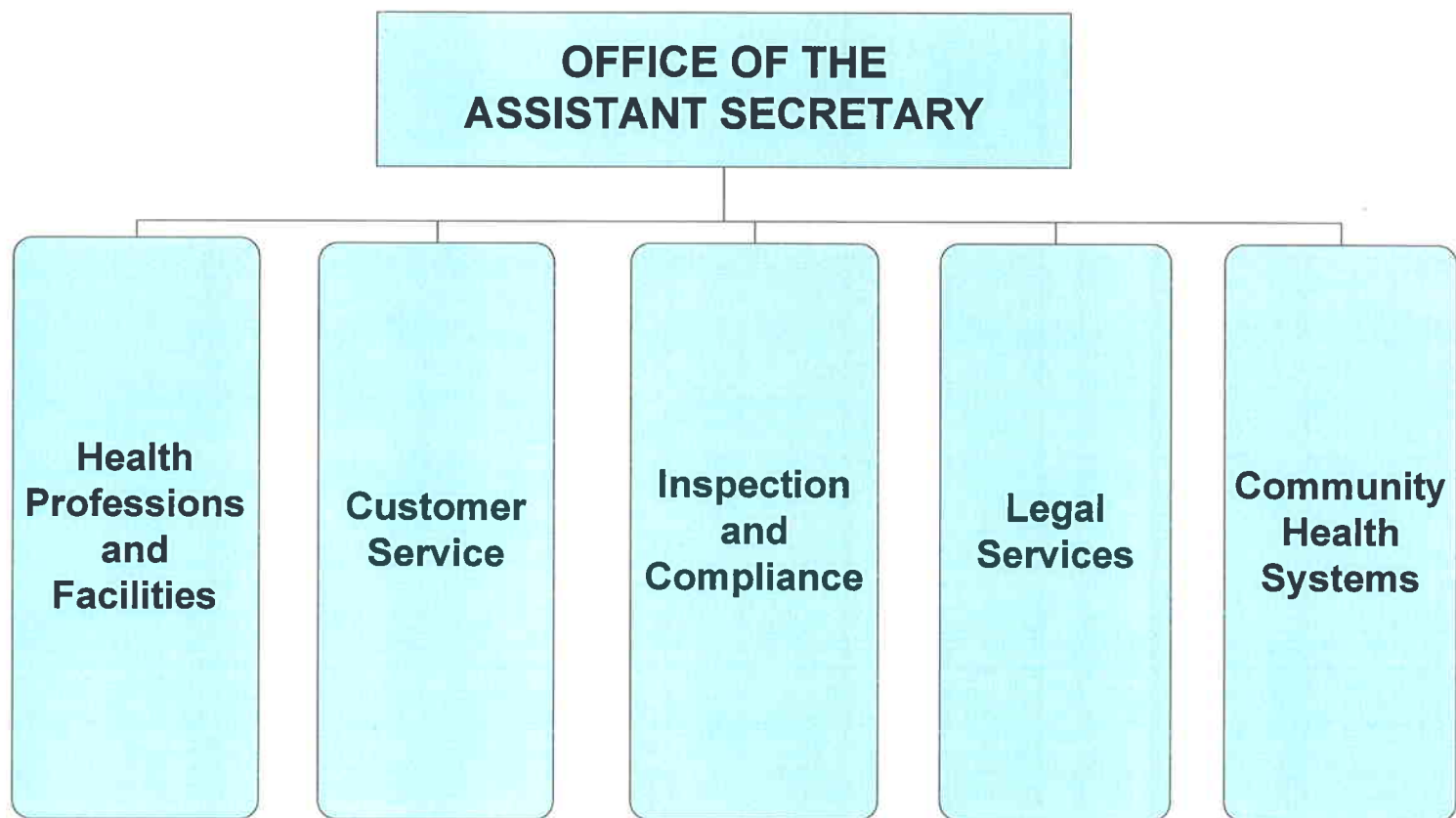


Organizational Review - Realignment (continued)

- **The objectives of the organizational realignment include:**
 - ✓ *Improving patient safety.*
 - ✓ *Increasing public confidence in our ability to protect public health.*
 - ✓ *Thorough approach to system improvements.*



Organizational Review – Realignment (continued)



Organizational Review – Realignment (continued)

- **Commitment to patient safety emphasized by realigning the survey, inspection, compliance and investigation activities.**

Inspection and Compliance

- Survey
- Inspections
- Professionals Case Management Coordination
- Facilities Case Management Coordination
- Investigations
- Compliance



Organizational Review – Realignment (continued)

- **Consolidating legal and adjudicative activities to emphasize patient safety standards.**

Legal Services

- Adjudicative Activities
- Legal Support for Professions, Services and Facilities



Organizational Review – Realignment (continued)

- One-stop 'shopping' significantly enhances customer service for the public.

Customer Service

- Complaint Intake, Referral and Tracking
- Customer Service Center
- License Processing
- Public Disclosure



Organizational Review – Realignment (continued)

- **Melding the best of professions and facilities together strengthens both.**

Health Professions and Facilities

- Health Professionals Standards and Certification
- Construction Review
- WHPS
- Board and Commission Support
- Accommodations
- Health Care Facilities



Organizational Review – Realignment (continued)

- **Coordinating health system issues to benefit communities and emphasize prevention.**

Community Health Systems

- EMS/Trauma
- Community and Rural Health
- Certificate of Need
- Health Systems Planning and Research



Organizational Review – Realignment (continued)

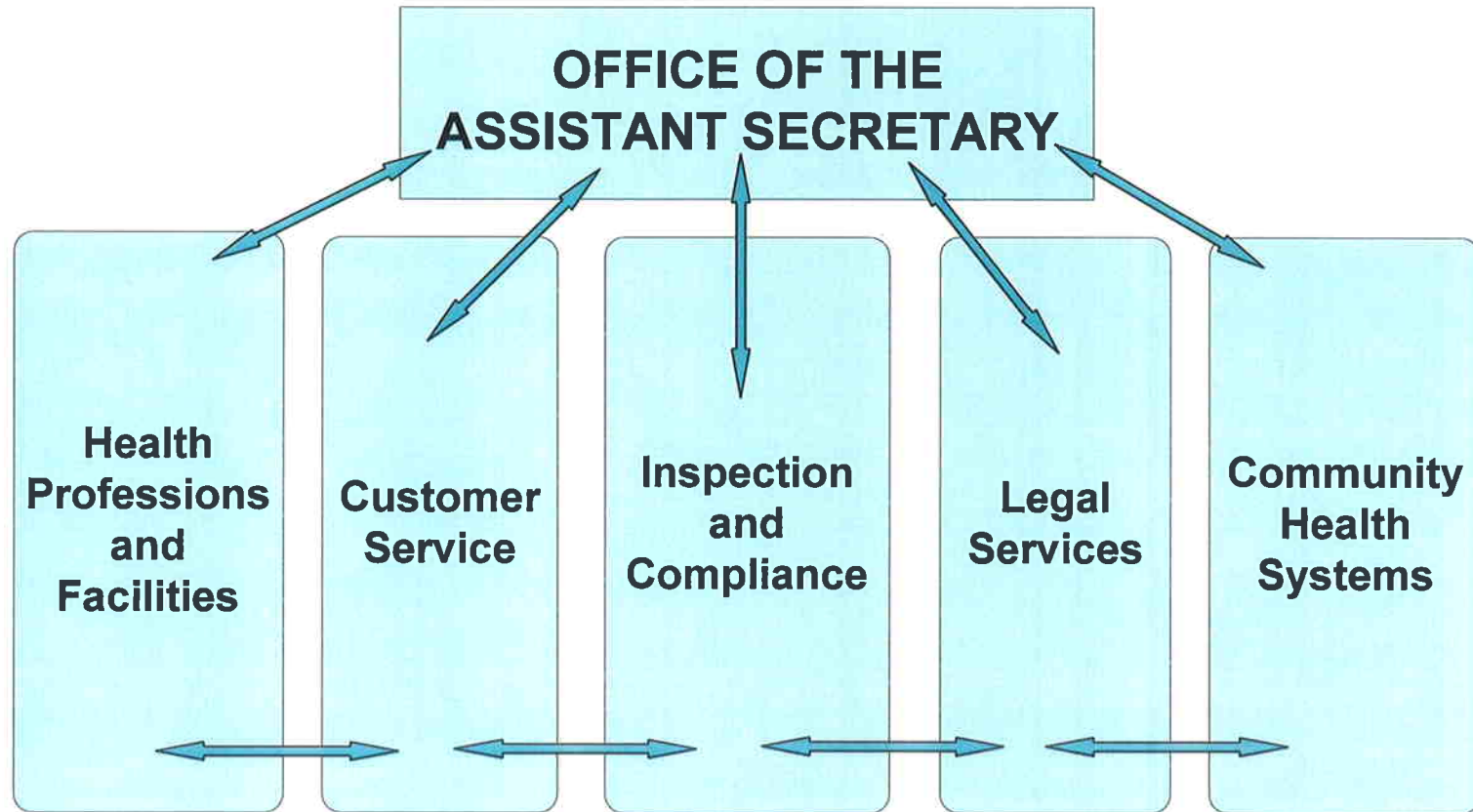
- Features of Division administration mirror Department and address unmet needs.

Office of the Assistant Secretary

- Financial Management
- Information Technology
- Rules
- Legislative Affairs
- Policy
- Human Resources
- Communications
- Strategic Planning
- Performance Measurement
- Emergency Preparedness



Organizational Review – Realignment (continued)



Organizational Review – Next Steps

- **Communicate with staff, stakeholders, and decision makers.**
- **Establish work group to continue work on the realignment.**
- **Prepare recommendations for changes to be considered by the Assistant Secretary.**
- **Begin work on the implementation plan and address identified issues.**



Organizational Review – Next Steps (continued)

- Lots of work to do to get changes in place by end of biennium.

- Suggestions on how to successfully make these organizational changes or things that have to happen before the changes are implemented can be sent to:
 - Laurie.Jinkins@doh.wa.gov or fax (360) 236-4626
 - Julieb@sterling-llp.com or fax (360) 459-1904

